Hospital Services Review – Stage 1B report

Appendix 3

Health and Care Working Together South Yorkshire and Bassetlaw

Hospital Service Review – Community Engagement

Contents

Summary........................................................................................................Page 2
Research Limitations..................................................................................Page 2
Research Activities......................................................................................Page 3
Participant Demographic........................................................................Page 3
Results.........................................................................................................Page 5
Further Notes...............................................................................................Page 7
Appendix I Full research data transcript................................................Page 9
Appendix II Direct Quotes..........................................................................Page 23
**Summary**

South Yorkshire’s Community Foundation (SYCF) was tasked with assisting the South Yorkshire and Bassetlaw CCG to ensure that the Hospital Service Review (HSR) takes into account the views of the communities, which often cannot be reached by more traditional engagement approaches. The HSR wanted to take into account the voices of ‘seldom heard groups’ as defined by the CCG⁴.

SYCF as a local grant making organisation, utilised its extensive network of charitable groups and projects to access the communities least likely to typically participate in this type of research. Those included: asylum seekers and refugees, BME communities, young people, young carers, LGBT and the elderly.

In total, 96 individuals from Barnsley, Rotherham, Sheffield and Chesterfield took part in this review. 9 place based focus groups, 2 drop ins and an online survey were conducted in order to reach the desired number of participants.

**Research limitations**

- Lack of translation of the survey into other languages was found to be the biggest barrier to full engagement. A simplified version of the survey was subsequently created by SYCF and used with non–English speakers and BSL users. The quality of the data gathered has however been affected due to the lack of availability of the survey in the languages spoken by targeted groups.
- Lack of sensitivity around the issues of the seldom heard groups. We had to adapt the gender question to avoid offence of the LGBT community who are likely to not identify themselves as simply ‘male’ or ‘female’ and therefore added the options of ‘transgender’ and ‘other’ to the survey.
- Lack of institutional trust - the groups often feel like their views are not truly valued and expressed concerns that they were only being asked to ‘tick another box’. A Pakistani and Somali women support group said ‘We only agreed to do this because it is yourself [SYCF] asking for help’.
- Language and terminology used within the online and paper based survey proved to be problematic, with many individuals struggling to understand some of the question. For example: gastroenterology, national guidelines, required standards and investigations.
- Most of the individuals consulted during this review were highly vulnerable for a variety of reasons. Many were not comfortable with an ‘outsider’ coming in to speak to them. This was tackled by bringing in project managers familiar to those consulted to sit with them and talk them through everything we were doing, before we started to ask questions.

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⁴ Seldom Heard definition provided by NHS Involvement 2017: ‘Seldom heard’ is a term used to describe groups who may experience barriers to accessing services or are under-represented in healthcare decision making. Traditionally, some of the groups identified in engagement activities include rural communities, black and minority ethnic (BME) groups, gypsies and travellers, lesbian, gay, bisexual and transgender, asylum seekers and refugees and young carers. However, in reality, teenagers, employees, people with mental health issues and many others may be considered as seldom heard, due to the fact engagement may not be straightforward.
Research activities

9 place based focus groups took place:

- 4 in Barnsley attended by 33 people
- 4 in Rotherham attended by 27 people
- 1 in Sheffield attended by 3 people

2 drop ins were held:

- 1 in Sheffield attended by 7 people
- 1 in Barnsley attended by 9 people

Online survey was completed by 17 targeted individuals

Total = 96

Participant demographic-

As requested by the CCG we focused our approach on Barnsley and Rotherham, rather than Sheffield. Resultantly the biggest proportion of responses came from those two areas.

We wanted to make sure that young people and vulnerable elderly had the opportunity to contribute to this review. We’re pleased to see that the biggest proportion of respondents were between 16-24 and 25-34 years old, with a good representation from the 55+ community.
61% of all respondents were female and 39% were male. We included the options of ‘transgender’ and ‘other’ on the 13/11/2017 before sending out to an LGBT support group, but only received two responses.

One of the toughest goals was to ensure that ethnic minorities were given a voice. Despite the language barriers and difficulty of communication we are pleased to report that over half of all respondents were non-white, and at least 5 of those who selected ‘White’ we know were non-British.

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

Yes, limited a lot – 17.20%
Yes, limited a little – 11.83%
No – 66.67%
Prefer not to say – 4.30%
Results

Common themes in regards to the service as a whole

Overall positives:
- Friendliness, caring nature and professionalism of staff
- Average rating from non-English speakers was 3.3 out of 5

Overall negatives:
- Lengthy waiting times
- Lack of communication of information between staff and patients
- Lack of available interpreters

Common themes in regards to the five specific services researched

Below is a summary of the common themes which emerged from respondents taking part in the survey. Full results for each of the questions can be found in the results transcript in Appendix I.

1) Care during pregnancy and mother-and-baby (Maternity)
   - More staff members on hand is required
   - Information needs to be passed on effectively so that patients feel well informed
   - Need to ensure a calming and relaxing environment
   - Interpreters on hand for non-English speakers of British Sign Language users (BSL)

2) Care when you need it unexpectedly (Urgent and Emergency Care)
   - Universal agreement that a reduction of waiting times at A&E is needed

3) Care for poorly children who need a hospital service
   - Emphasis on creating a calming, safe and secure environment
   - Described by 3 participants as ‘A home away from home’
   - Need for a better children’s playing area with more toys to keep children happy and occupied while they’re waiting to be seen or being treated

4) Care for people who have a stroke
   - More bed spaces needed so that people can be cared for as long as is needed and not released too quickly
   - Support for the family should be offered and information given to them
   - Better equipment

5) Care for stomach and intestine condition including investigations (Gastroenterology and endoscopy)
   - Pain relief needs to be administered in a timely manner
   - Not letting patients leave without a full diagnosis and treatment
   - Interpreters for non-English speaker and BSL speakers
All participants were also asked to rate the importance of 11 statements proposed in the online survey (Question 12) and paper survey (Question 6). The results are as follows.

On average all statements apart from one were considered to be ‘Very important’. The only statement which on average gained the result of 3.76 out of 5 i.e. in between “Not the most or least important to me” and “quite important to me” was “That the service does not cost more to run than it currently does”. This question received the highest number of responses “Not at all important to me” (7).

Please note: when talking to participants the understanding was that as this was in relation to the NHS, the higher cost would be incurred by the government not the individuals.

In order of priority (i.e. highest level of importance) the remaining statements were rated as follows:

- **4.71** That ALL people in South Yorkshire and Chesterfield, not just people who live in one part of the area, can see the same level of highly specialised doctors and nurses and have access to the best technology for their care.
- **4.67** That the service provides a wide range of training opportunities for trainees and supports all staff to develop their skills.
- **4.66** That there are enough qualified, permanent staff to run the service safely for patients.
- **4.65** That a service can run safely because the other services that regularly provide additional care around maternity, A&E, stroke, children’s or gastroenterology are also provided.
- **4.63** That the care is as good as it national guidance says it should be and how we deliver the care is as soon as other areas in the country.
- **4.59** That the service can offer care that’s not just 9am-5pm Monday to Friday.
- **4.57** That staff, venues and equipment are used in the best possible way so that we aren’t wasting valuable staff skills and resources.
- **4.56** That the service can meet required standards on waiting times.
- **4.53** That all patients can get to emergency services within 40 minutes by ambulance.
- **4.46** That the doctors see enough patients to practice their skills regularly.

Please turn to Appendix I for full results.
**Further notes from specific demographic groups**

The following community organisations helped us to reach seldom heard groups:

<table>
<thead>
<tr>
<th>Community Group</th>
<th>Area</th>
<th>Beneficiaries</th>
<th>Further comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>JENGA CIC</td>
<td>Barnsley</td>
<td>Young mothers</td>
<td>Overall positive, concerns over waiting times and lack of doctors/ nurses available.</td>
</tr>
<tr>
<td>Refugee Council</td>
<td>Barnsley</td>
<td>Asylum seekers and refugees</td>
<td>The survey being English was described as a “nightmare” by the group organisers. We were told that if we want to know what they really think we need to have interpreters. Further quotes can be viewed in Appendix II. Overall, the few who had direct experiences with NHS services, rated it as good.</td>
</tr>
<tr>
<td>VAB</td>
<td>Barnsley</td>
<td>Non-English speakers</td>
<td>The opinions voiced in this group we feel were influenced by the ESOL teacher. Language barriers here were the biggest issue and only 5 questions were answered. Some voiced frustrations over troubles getting a GP appointment but overall they wanted good treatment as quickly as possible.</td>
</tr>
<tr>
<td>RotherFed</td>
<td>Rotherham</td>
<td>Deaf and mute</td>
<td>Due to length of time it takes for dialogue to be translated into British Sign Language we only asked this group 4 questions. All of them agree that BSL interpreters should be more widely available and direct quotes can be viewed in Appendix II</td>
</tr>
<tr>
<td>United Multicultural Centre</td>
<td>Rotherham</td>
<td>Pakistani and Somali women</td>
<td>Biggest concern was lack of interpreter and the level and speed of care received. Sometimes they didn’t feel comfortable seeing a male GP by themselves and weren’t sure of possibility to bring chaperones. Suggested information leaflets in Urdu and Arabic would be helpful. Majority also concerned about the long waiting times and the harmful consequences of this.</td>
</tr>
<tr>
<td>Clifton Learning Partnership</td>
<td>Rotherham</td>
<td>Roma community and wider vicinity</td>
<td>Most were happy with the service received but agree it should be easier to get an appointment. Also concerns over the care received by relatives</td>
</tr>
<tr>
<td>Organization</td>
<td>Location</td>
<td>Group</td>
<td>Comment</td>
</tr>
<tr>
<td>-----------------------</td>
<td>-----------</td>
<td>-----------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td>The Rainbow Project</td>
<td>Rotherham</td>
<td>LGBT</td>
<td>who had a stroke i.e. availability of beds and professionalism of home visitors.</td>
</tr>
<tr>
<td>Sheffield Futures</td>
<td>Sheffield</td>
<td>Young people</td>
<td>“the survey is too difficult, talks about national guidance and required standard, but I don’t know what these are”</td>
</tr>
<tr>
<td>AGE UK</td>
<td>Sheffield</td>
<td>Elderly</td>
<td></td>
</tr>
</tbody>
</table>
Appendix I – full research data transcript
Q1 Where are you answering from?

Answered: 96   Skipped: 0

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barnsley</td>
<td>43.75%</td>
</tr>
<tr>
<td>Bassetlaw</td>
<td>0.00%</td>
</tr>
<tr>
<td>Chesterfield</td>
<td>1.04%</td>
</tr>
<tr>
<td>Doncaster</td>
<td>0.00%</td>
</tr>
<tr>
<td>Rotherham</td>
<td>31.25%</td>
</tr>
<tr>
<td>Sheffield</td>
<td>23.96%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

TOTAL 0.00%

# OTHER (PLEASE SPECIFY)    DATE
There are no responses.
Q2 Are you answering as...

Answered: 96  Skipped: 0

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>A member of the public?</td>
<td>96.88% 93</td>
</tr>
<tr>
<td>A member of staff (please specify your organisation - your answers will remain anonymous)</td>
<td>3.13% 3</td>
</tr>
<tr>
<td>TOTAL</td>
<td>96</td>
</tr>
</tbody>
</table>
Q3 Have you or a member of your family used (or worked in) any of the following services in the last three years? (please tick any that apply)

Answered: 96  Skipped: 0

<table>
<thead>
<tr>
<th>Service</th>
<th>Answered</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care during pregnancy and for mother-and-baby (Maternity)</td>
<td>15.63%</td>
<td>15</td>
</tr>
<tr>
<td>Urgent and Emergency care (care when you need it unexpectedly)</td>
<td>38.54%</td>
<td>37</td>
</tr>
<tr>
<td>Care for poorly children who need a hospital service</td>
<td>17.71%</td>
<td>17</td>
</tr>
<tr>
<td>Care for people who have a stroke</td>
<td>7.29%</td>
<td>7</td>
</tr>
<tr>
<td>Care for stomach and intestine conditions</td>
<td>19.79%</td>
<td>19</td>
</tr>
<tr>
<td>None</td>
<td>41.67%</td>
<td>40</td>
</tr>
</tbody>
</table>

Total Respondents: 96
Q4 Please tell us what made your experience of this service/s good. Some ideas might include: the nurses, doctors and other staff you met; the care you received; how easy it was to get an appointment; the information you were given; your understanding of what would happen next. Also please tell us about anything else that meant you had a positive experience.

Answered: 59  Skipped: 37

<table>
<thead>
<tr>
<th>#</th>
<th>RESPONSES</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>My husband was in palliative care unit for 20 days. Wonderful set up. Staff are nice and kind (theoretically). from the very beginning all the facilities which were available they made everything unavailable for my husband.</td>
<td>11/18/2017 11:05 PM</td>
</tr>
<tr>
<td>2</td>
<td>the care and follow up was very good</td>
<td>11/18/2017 10:44 PM</td>
</tr>
<tr>
<td>3</td>
<td>Don’t know too much about it yet. My experience of the NHS has been mainly via local GP and dentist. Annual checkups for diabetes and hypertension.</td>
<td>11/18/2017 10:28 PM</td>
</tr>
<tr>
<td>4</td>
<td>Empathetic conduct which provides active listening to patients.</td>
<td>11/17/2017 4:48 PM</td>
</tr>
<tr>
<td>5</td>
<td>when things went well this was due to good medical staff and people being able to understand was being said to them (ESOL class collective response)</td>
<td>11/16/2017 11:33 AM</td>
</tr>
<tr>
<td>6</td>
<td>The quality and well skilled staff. Time, area and people are important when helping patients recover.</td>
<td>11/16/2017 11:02 AM</td>
</tr>
<tr>
<td>7</td>
<td>Long waiting times in A&amp;E, can be difficult waiting when agitated. Difficult to get to see GP at surgery, appointments not easy to suit. Better on medical/clinical, poor response to mental health crisis care.</td>
<td>11/16/2017 10:59 AM</td>
</tr>
<tr>
<td>8</td>
<td>Staff were friendly and had time for you even though they were extremely busy. Had to wait but it wasn’t too long.</td>
<td>11/15/2017 6:41 PM</td>
</tr>
<tr>
<td>9</td>
<td>the nurses were very supportive and made me feel safe and secure</td>
<td>11/15/2017 6:38 PM</td>
</tr>
<tr>
<td>10</td>
<td>Staff attitude was great. I worked in the NHS and listening to staff and how much they care</td>
<td>11/15/2017 6:32 PM</td>
</tr>
<tr>
<td>11</td>
<td>if you are seen by appointment they are good</td>
<td>11/15/2017 5:25 PM</td>
</tr>
<tr>
<td>12</td>
<td>rated 3 out of 5</td>
<td>11/15/2017 5:22 PM</td>
</tr>
<tr>
<td>13</td>
<td>rated 4 out of 5</td>
<td>11/15/2017 5:18 PM</td>
</tr>
<tr>
<td>14</td>
<td>rated 5 out of 5</td>
<td>11/15/2017 4:51 PM</td>
</tr>
<tr>
<td>15</td>
<td>very knowledgeable A&amp;E staff, consultant and surgeons</td>
<td>11/15/2017 4:39 PM</td>
</tr>
<tr>
<td>16</td>
<td>polite staff</td>
<td>11/15/2017 4:18 PM</td>
</tr>
<tr>
<td>17</td>
<td>excellent staff</td>
<td>11/15/2017 4:15 PM</td>
</tr>
<tr>
<td>18</td>
<td>it’s difficult to get an appointment at times and sometimes forever waiting for a referral to be seen.</td>
<td>11/15/2017 3:50 PM</td>
</tr>
<tr>
<td>19</td>
<td>the care received from the midwife while pregnant was good and when I took my child to hospital the doctor/consultant on duty and nurses were friendly and helpful with information given</td>
<td>11/15/2017 3:46 PM</td>
</tr>
<tr>
<td>20</td>
<td>more information need to be given in Urdu – and more staff on duty need to speak various languages</td>
<td>11/15/2017 3:38 PM</td>
</tr>
<tr>
<td>21</td>
<td>Paramedics were amazing on the night trying to do everything that they could, however it took 3 ambulances and car to get the right equipment together. Throughout hospital stay the nurses were fantastic while we had to wait for results and tests to come back/wait for doctors.</td>
<td>11/15/2017 3:38 PM</td>
</tr>
<tr>
<td></td>
<td></td>
<td>11/14/2017 5:52 PM</td>
</tr>
<tr>
<td></td>
<td>Review</td>
<td>Date</td>
</tr>
<tr>
<td>---</td>
<td>----------------------------------------------------------------------------------------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>22</td>
<td>rated 5 out of 5</td>
<td>11/14/2017 4:20 PM</td>
</tr>
<tr>
<td>23</td>
<td>rated 4 out of 5</td>
<td>11/14/2017 4:18 PM</td>
</tr>
<tr>
<td>24</td>
<td>rated 3 out of 5</td>
<td>11/14/2017 4:12 PM</td>
</tr>
<tr>
<td>25</td>
<td>n/a</td>
<td>11/14/2017 4:11 PM</td>
</tr>
<tr>
<td>26</td>
<td>rated 5 out of 5</td>
<td>11/14/2017 4:06 PM</td>
</tr>
<tr>
<td>27</td>
<td>rated 5 out of 5</td>
<td>11/14/2017 4:02 PM</td>
</tr>
<tr>
<td>28</td>
<td>n/a</td>
<td>11/14/2017 3:59 PM</td>
</tr>
<tr>
<td>29</td>
<td>rated 5/5</td>
<td>11/14/2017 3:58 PM</td>
</tr>
<tr>
<td>30</td>
<td>rated 4 out of 5</td>
<td>11/14/2017 3:56 PM</td>
</tr>
<tr>
<td>31</td>
<td>rated 3 out of 5</td>
<td>11/14/2017 3:55 PM</td>
</tr>
<tr>
<td>32</td>
<td>rated 2 out of 5</td>
<td>11/14/2017 3:32 PM</td>
</tr>
<tr>
<td>33</td>
<td>rated 2 out of 5</td>
<td>11/14/2017 3:12 PM</td>
</tr>
<tr>
<td>34</td>
<td>rated 2 out of 5</td>
<td>11/14/2017 3:11 PM</td>
</tr>
<tr>
<td>35</td>
<td>rated 4 out of 5</td>
<td>11/14/2017 3:09 PM</td>
</tr>
<tr>
<td>36</td>
<td>rated 4 out of 5</td>
<td>11/14/2017 3:08 PM</td>
</tr>
<tr>
<td>37</td>
<td>rated 2 out of 5</td>
<td>11/14/2017 3:07 PM</td>
</tr>
<tr>
<td>38</td>
<td>rated 2 out of 5</td>
<td>11/14/2017 3:05 PM</td>
</tr>
<tr>
<td>39</td>
<td>rated 2 out of 5</td>
<td>11/14/2017 3:04 PM</td>
</tr>
<tr>
<td>40</td>
<td>rated 3 out of 5</td>
<td>11/14/2017 3:02 PM</td>
</tr>
<tr>
<td>41</td>
<td>The service was not good. Rated 1 out of 5!</td>
<td>11/14/2017 3:01 PM</td>
</tr>
<tr>
<td>42</td>
<td>Pain management unit: excellent nurses; very caring; doctors explain all procedures and I never feel like I've been rushed</td>
<td>11/14/2017 2:50 PM</td>
</tr>
<tr>
<td>43</td>
<td>the staff were very helpful</td>
<td>11/14/2017 2:46 PM</td>
</tr>
<tr>
<td>44</td>
<td>they are really friendly</td>
<td>11/14/2017 2:43 PM</td>
</tr>
<tr>
<td>45</td>
<td>The people I saw when I gave birth 5 months ago was brilliant; they made sure I was OK and made sure everything was OK with my baby</td>
<td>11/14/2017 2:41 PM</td>
</tr>
<tr>
<td>46</td>
<td>good</td>
<td>11/14/2017 2:03 PM</td>
</tr>
<tr>
<td>47</td>
<td>n/a</td>
<td>11/14/2017 1:54 PM</td>
</tr>
<tr>
<td>48</td>
<td>I'm OK with everything, it was perfect</td>
<td>11/14/2017 1:49 PM</td>
</tr>
<tr>
<td>49</td>
<td>My own experience of having a sonogram for stomach and intestine problems has always been positive as the start have been very sensitive about the condition and my comfort. Information and ease of appointments were all good, the doctors carrying out the procedure said that all the team should undergo an endoscopy to see what patients have to go through. My father was taken to A and E at Northern General following a collapse in my house while visiting. The ambulance staff were very good and the doctors at the hospital were very thorough although my mother didn't think she received sufficient information.</td>
<td>11/14/2017 1:39 PM</td>
</tr>
<tr>
<td>50</td>
<td>Facilities available after a difficult birth; commitment of staff in different circumstances</td>
<td>11/14/2017 1:26 PM</td>
</tr>
<tr>
<td>51</td>
<td>The experience was made positive by the care that all the staff especially the support workers gave</td>
<td>11/11/2017 11:09 AM</td>
</tr>
<tr>
<td>52</td>
<td>hospital well signposted easy to find the right wards, well qualified doctors</td>
<td>11/10/2017 5:10 PM</td>
</tr>
<tr>
<td>53</td>
<td>Dietician at hospital was very thorough and gave excellent advice. Staff at minor injuries are always friendly.</td>
<td>11/8/2017 10:54 AM</td>
</tr>
<tr>
<td>54</td>
<td>Most of the staff very thorough, helpful and patient</td>
<td>11/8/2017 8:50 AM</td>
</tr>
</tbody>
</table>
Maternity - very good care, midwives and potential staff monitored me through a period of time there were concerns over the baby's growth and then reducing of amniotic fluid - care given was always prompt friendly and professional. Hospital care give at the birth was very good, I was there during a quiet time and had a trainee midwife with me more or less throughout. Emergency - Baby (15 months) taken by ambulance to Children's A & E. very quick ambulance response, straight through to doctors. Again care given was timely, professional and caring.

I stayed in hospital one week. During the day care was overall good but information given poor. At night care was negligent. After leaving hospital I had one follow appointment and a colonoscopy. I was never given the information I needed and did not get follow on care.

managed to see a doctor after 2 and a half hours

The care I got was good but getting throw to the doctor and waiting is bad

My son needed treatment for stomach problems which eventually turned out to be stomach ulcers. His doctor was very helpful. After conducting tests, he phoned him at home to say that his condition was very serious and that he had to admit himself into hospital without delay. The doctor phoned my son at around 5 pm and my son admitted himself to hospital for treatment about three hours later and stayed in hospital for one week when his condition improved.
Q5 Please tell us if you think there is anything we could have done differently or better. Again you could use the ideas from question 2, but also please tell us about anything else that is important to you or a relative.

<table>
<thead>
<tr>
<th>#</th>
<th>RESPONSES</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Palliative care unit in Northern General Hospital deprived my husband by the brutal instruction of the Senior Registrar there named Hanna so other staff members remained quiet for the sake of their jobs. Registrar instructed not to give food, not to mobile and not to drain fluid from abdomen. with everyday mental abuse, &quot;you're a lying, lying person, do not drink do not eat, you don't need to&quot;</td>
<td>11/18/2017 11:05 PM</td>
</tr>
<tr>
<td>2</td>
<td>Perhaps more practical advice, or a group, on hot to manage everyday problem. The &quot;Would you recommend this hospital text was annoying: text only, no permission; no email alternative, or post; too early in the process would have been better at patient discharge.</td>
<td>11/18/2017 10:44 PM</td>
</tr>
<tr>
<td>3</td>
<td>Better public information via community groups etc</td>
<td>11/18/2017 10:28 PM</td>
</tr>
<tr>
<td>4</td>
<td>I have experienced assumptions from professionals regarding my sexual orientation.</td>
<td>11/17/2017 4:48 PM</td>
</tr>
<tr>
<td>5</td>
<td>Language interpreters would be helpful; either by volunteer interpreters or via the telephone; as many people don’t understand English well enough. More signage (e.g. drawings rather than word if possible for non-English speakers) around the hospital so people can find their way more easily. (ESOL class collective response)</td>
<td>11/16/2017 11:33 AM</td>
</tr>
<tr>
<td>6</td>
<td>Adolescent urgent mental health care needs to be there at the very time of need not 2 or 3 months later when the problem has escalated.</td>
<td>11/16/2017 11:18 AM</td>
</tr>
<tr>
<td>7</td>
<td>see the patients as soon as possible especially when they need attention the most</td>
<td>11/16/2017 11:02 AM</td>
</tr>
<tr>
<td>8</td>
<td>Not geared up for mental health emergencies. As a carer it is very hard to cope sometimes as hospital staff not very aware of needs. No real emergency, quality crisis care should be available. On general issues much better. Not always a good response from all GPs very inconsistent response</td>
<td>11/16/2017 10:59 AM</td>
</tr>
<tr>
<td>9</td>
<td>rounds of tea and food took a long time and seeing a doctor</td>
<td>11/15/2017 6:38 PM</td>
</tr>
<tr>
<td>10</td>
<td>bad managers</td>
<td>11/15/2017 6:32 PM</td>
</tr>
<tr>
<td>11</td>
<td>long delays at A&amp;E, went in with my grandson as he had mouth sores, was able to eat and needed antibiotics. We were simply told to keep doing what we were doing and come back in 7 days. my grandson was struggling with pain and we wished they had given us antibiotics during the first appointment</td>
<td>11/15/2017 5:25 PM</td>
</tr>
<tr>
<td>12</td>
<td>Waiting times are too long. My son was taken to hospital by ambulance during the holidays and we had no way of getting back as there was no buses or taxis.</td>
<td>11/15/2017 5:22 PM</td>
</tr>
<tr>
<td>13</td>
<td>Waiting times with a child are too long. There's nowhere to breast feed a baby in the waiting are. I was there for 6 hours and couldn't comfortably feed my baby who was getting uncomfortable and impatient. My dad has a stroke and the carers weren't very empathetic or pleasant On maternity ward when I was giving birth I felt like a had to always ask them lots of questions because no one was telling me anything</td>
<td>11/15/2017 5:18 PM</td>
</tr>
<tr>
<td>14</td>
<td>great delay, 12 hours waiting</td>
<td>11/15/2017 4:43 PM</td>
</tr>
<tr>
<td>15</td>
<td>A great delay in being treated for sepsis. Late administration of IV drugs and great delay in given morphine. I nearly lost my life</td>
<td>11/15/2017 4:39 PM</td>
</tr>
<tr>
<td>16</td>
<td>I was only given gas and air during labour on the labour ward, I was given pain relief after many many hours after consultant saw me</td>
<td>11/15/2017 4:32 PM</td>
</tr>
<tr>
<td>17</td>
<td>my child was given 6 hours to wait, then further 8 hours to wait, we eventually went home</td>
<td>11/15/2017 4:27 PM</td>
</tr>
<tr>
<td>18</td>
<td>I had a stroke I was sat waiting for a few hours uncomfortable seating, not anywhere to lie down or rest</td>
<td>11/15/2017 4:27 PM</td>
</tr>
<tr>
<td>19</td>
<td>great delay at A&amp;E 12-16 hours delays, more doctors consultant needed, bad lighting, bad seating,</td>
<td>11/15/2017 4:27 PM</td>
</tr>
<tr>
<td>20</td>
<td>cramped conditions</td>
<td>11/15/2017 4:27 PM</td>
</tr>
</tbody>
</table>
I have an ulcer in stomach and my dr/gp has not treated me as I wait for hospital to treat me. I am suffering pain, ill health as I wait for hospital appointment.

Quick service, available to be seen sooner.

I think the play area for children there should be more toys to play with while waiting to be seen.

As mentioned above.

Kept family informed of everything.

Rated 5 out of 5.

BSL interpreters.

BSL interpreters.

BSL interpreters.

BSL interpreters.

BSL interpreters.

BSL interpreters.

BSL Interpreters.

BSL Interpreters.

Fracture clinic: service very poor, long waiting times, never get to see the same doctor so always have to give explain my history every time. I feel uses a lot of time on my history rather than exploring procedures that are going to be done.

I had to wait a very long time to be seen. then at half 9 at night was sent to a different hospital to get my lip sewn up by a cosmetic surgeon as there wasn’t one available in the other hospital.

Get more doctors and nurses in so you are not waiting as long in A&E.

Nothing really, everyone was really friendly and helpful.

Sometimes it take a long time to get an appointment. My son has Mediterranean Fever but he has to wait a long time for a GP/hospital appointment.

I think it is better.

n/a

None

My mother in law had a couple of mini strokes. She was confused about what was happening and my sister in law had to ask several times about it. The main concern for my father and mother in law was that wards they were staying in over night were distressing and didn’t get much sleep because of the noise. Also, waiting for long periods of time before seeing the doctor on the day of release is upsetting and disruptive.

There would be nothing you could have done better other than give the staff the money and recognition they deserve.

The attitude of reception staff has a big impact on the patient and there well being. It is important to be as welcoming and inviting to each person as possible to help them feel more at ease.

A&E is distant and inaccessible. Staff often seem distant and uncaring.

Sadly, this government is determined to destroy, dismantle and sell off our NHS. Since Brexit referendum, we are not going to have enough staff (of all levels and training). Already can see the difference.

Maternity - not seen a lot by the midwife as it was my second baby. It seemed very long between check ups, although at one of the check ups issues were identified and I was referred to the hospital straight away. After the birth, they forgot to give me my toast and drink but it was a change over of staff and I went home pretty soon after the birth is that wasn’t that big of a deal (although I was rather hungry as had not eaten during the day of the birth!)

Not have wards where at night all staff are agency staff. This was a pre theatre ward. Offer patients opportunity to ask questions For different venues like hospital, gp, to communicate better.

Completely different system where access to health advice is available within a week. After diagnosis more information on the illness, the ability to speak to a health practitioner to discuss any concerns would be highly recommended and should be available as a matter of course.
Q6 In your opinion what would be the most important thing we could do to make care during pregnancy and for mother-and-baby (Maternity) the best it could be?

Answered: 29    Skipped: 67

<table>
<thead>
<tr>
<th>#</th>
<th>RESPONSES</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>n/a</td>
<td>11/17/2017 4:48 PM</td>
</tr>
<tr>
<td>2</td>
<td>No one had anything to day about this (ESOL class collective response)</td>
<td>11/16/2017 11:33 AM</td>
</tr>
<tr>
<td>3</td>
<td>Pregnant women are most likely to fall ill, giving them best quality care could prevent this. Do regular check up etc.</td>
<td>11/16/2017 11:02 AM</td>
</tr>
<tr>
<td>4</td>
<td>not sure</td>
<td>11/16/2017 10:59 AM</td>
</tr>
<tr>
<td>5</td>
<td>not keep them waiting all day and check records properly so you don't give wrong medication</td>
<td>11/15/2017 6:45 PM</td>
</tr>
<tr>
<td>6</td>
<td>reassuring the mother and always being there for her and the baby</td>
<td>11/15/2017 6:38 PM</td>
</tr>
<tr>
<td>7</td>
<td>keep close contact with the family, make a good bond with mum so she feels comfortable</td>
<td>11/15/2017 6:29 PM</td>
</tr>
<tr>
<td>8</td>
<td>do it carefully and thoroughly with a polite attitude</td>
<td>11/15/2017 6:25 PM</td>
</tr>
<tr>
<td>9</td>
<td>make it more comfortable for people who need to stay in</td>
<td>11/15/2017 5:22 PM</td>
</tr>
<tr>
<td>10</td>
<td>keep people informed all the way through</td>
<td>11/15/2017 5:18 PM</td>
</tr>
<tr>
<td>11</td>
<td>interpretation, kind caring staff</td>
<td>11/15/2017 4:32 PM</td>
</tr>
<tr>
<td>12</td>
<td>more doctors and midwifes</td>
<td>11/15/2017 4:27 PM</td>
</tr>
<tr>
<td>13</td>
<td>interpreters, labour ward, friendly maternity staff</td>
<td>11/15/2017 4:15 PM</td>
</tr>
<tr>
<td>14</td>
<td>more exercise classes for pregnant women and more awareness of pregnancy</td>
<td>11/15/2017 3:46 PM</td>
</tr>
<tr>
<td>15</td>
<td>a home from home. Make them both feel safe and secure, as it is the baby's first home and would need soft and warm things.</td>
<td>11/14/2017 2:56 PM</td>
</tr>
<tr>
<td>16</td>
<td>that mother and baby are OK, food needs to be out quicker</td>
<td>11/14/2017 2:41 PM</td>
</tr>
<tr>
<td>17</td>
<td>Constant access to the services needed (24 hrs)</td>
<td>11/14/2017 2:13 PM</td>
</tr>
<tr>
<td>18</td>
<td>I don't know</td>
<td>11/14/2017 2:06 PM</td>
</tr>
<tr>
<td>19</td>
<td>Provide more information about health and hospital services available</td>
<td>11/14/2017 1:49 PM</td>
</tr>
<tr>
<td>20</td>
<td>No idea. I was happy with the service when I gave birth at Barnsley Hospital</td>
<td>11/14/2017 1:46 PM</td>
</tr>
<tr>
<td>21</td>
<td>more staff to support during pregnancy and during birth and for mother and baby</td>
<td>11/14/2017 1:30 PM</td>
</tr>
<tr>
<td>22</td>
<td>more staff</td>
<td>11/14/2017 1:26 PM</td>
</tr>
<tr>
<td>23</td>
<td>Ensure parents and families are support throughout the process and ensuring that parents feel reassured throughout any difficulties</td>
<td>11/11/2017 11:09 AM</td>
</tr>
<tr>
<td>24</td>
<td>Ensure the wards is very clean and tidy, the walls and environment are calm and relaxing. Ensure there are separate wards for the louder nosier babies so they don't stress out other families.</td>
<td>11/10/2017 5:10 PM</td>
</tr>
<tr>
<td>25</td>
<td>Effective communication with mother at each stage about what's happening and her rights</td>
<td>11/8/2017 10:54 AM</td>
</tr>
<tr>
<td>26</td>
<td>See above. Keep NHS public and nationalised</td>
<td>11/8/2017 8:50 AM</td>
</tr>
<tr>
<td>27</td>
<td>Ability to see midwives/health care workers frequently during that time either through drop in/ arrange appointments. I do think this is already good, but maybe more appointments for mothers not having their first baby.</td>
<td>11/7/2017 11:11 AM</td>
</tr>
<tr>
<td>28</td>
<td>Listen to the patient</td>
<td>11/6/2017 7:53 AM</td>
</tr>
<tr>
<td>29</td>
<td>no idea</td>
<td>11/3/2017 12:50 PM</td>
</tr>
</tbody>
</table>
Q7 In your opinion what would be the most important thing we could do to make care when you need it unexpectedly (Urgent and Emergency Care) the best it could be?

Answered: 43  Skipped: 53

<table>
<thead>
<tr>
<th>#</th>
<th>RESPONSES</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>simplification on where to phone or go, based on symptoms not diagnosis</td>
<td>11/18/2017 10:44 PM</td>
</tr>
<tr>
<td>2</td>
<td>Ensure open communication, to discuss time delays etc. This would provide reassurance.</td>
<td>11/17/2017 4:48 PM</td>
</tr>
<tr>
<td>3</td>
<td>waiting times need to be shorter. There should be security at certain times due to the number of drunken patients, who often behave badly. (ESOL class collective response)</td>
<td>11/16/2017 11:33 AM</td>
</tr>
<tr>
<td>4</td>
<td>Locally available. Staff to give the care!!!</td>
<td>11/16/2017 11:18 AM</td>
</tr>
<tr>
<td>5</td>
<td>more staff if required</td>
<td>11/16/2017 11:02 AM</td>
</tr>
<tr>
<td>6</td>
<td>cut waiting times and ensure when you do see someone they are the right person with the right skills</td>
<td>11/16/2017 10:59 AM</td>
</tr>
<tr>
<td>7</td>
<td>to be nicer and not to be waiting all day</td>
<td>11/15/2017 6:45 PM</td>
</tr>
<tr>
<td>8</td>
<td>better facilities in waiting areas</td>
<td>11/15/2017 6:41 PM</td>
</tr>
<tr>
<td>9</td>
<td>have someone who comes around and checks on the patients</td>
<td>11/15/2017 6:38 PM</td>
</tr>
<tr>
<td>10</td>
<td>quicker seeing times</td>
<td>11/15/2017 6:32 PM</td>
</tr>
<tr>
<td>11</td>
<td>contact family if needed</td>
<td>11/15/2017 6:29 PM</td>
</tr>
<tr>
<td>12</td>
<td>shorter time frames of response and the same as above</td>
<td>11/15/2017 6:25 PM</td>
</tr>
<tr>
<td>13</td>
<td>reduce waiting times</td>
<td>11/15/2017 5:22 PM</td>
</tr>
<tr>
<td>14</td>
<td>reduce waiting times</td>
<td>11/15/2017 5:18 PM</td>
</tr>
<tr>
<td>15</td>
<td>consultant asap</td>
<td>11/15/2017 4:32 PM</td>
</tr>
<tr>
<td>16</td>
<td>see them quickly, more comfortable seats, beds sooner, more doctors</td>
<td>11/15/2017 4:27 PM</td>
</tr>
<tr>
<td>17</td>
<td>more beds, comfortable seating</td>
<td>11/15/2017 4:18 PM</td>
</tr>
<tr>
<td>18</td>
<td>cut waiting times urgently, administer medication sooner</td>
<td>11/15/2017 4:12 PM</td>
</tr>
<tr>
<td>19</td>
<td>cut waiting times</td>
<td>11/15/2017 4:08 PM</td>
</tr>
<tr>
<td>20</td>
<td>when a child is unwell we should be able to be seen as soon as instead of waiting</td>
<td>11/15/2017 4:03 PM</td>
</tr>
<tr>
<td>21</td>
<td>more people on service so its quicker to be seen</td>
<td>11/15/2017 3:50 PM</td>
</tr>
<tr>
<td>22</td>
<td>more staff on duty and if possible everyone should be able of basic first aid at home</td>
<td>11/15/2017 3:46 PM</td>
</tr>
<tr>
<td>23</td>
<td>shouldn't have to wait for a long time to be seen</td>
<td>11/15/2017 3:38 PM</td>
</tr>
<tr>
<td>24</td>
<td>Keep patient informed/not waiting around to worry</td>
<td>11/14/2017 5:52 PM</td>
</tr>
<tr>
<td>25</td>
<td>Make sure that the supplies needed are always stocked up and ready when needed.</td>
<td>11/14/2017 2:56 PM</td>
</tr>
<tr>
<td>26</td>
<td>making sure time is taken to fix a broken leg instead of rushing things and making future problems</td>
<td>11/14/2017 2:50 PM</td>
</tr>
<tr>
<td>27</td>
<td>Have more staff working and have someone in for every emergency possible</td>
<td>11/14/2017 2:46 PM</td>
</tr>
<tr>
<td>28</td>
<td>get more doctors and nurses in so you don't have to wait as long</td>
<td>11/14/2017 2:43 PM</td>
</tr>
<tr>
<td>29</td>
<td>they need to concentrate on one person and be quicker getting people in and out</td>
<td>11/14/2017 2:41 PM</td>
</tr>
<tr>
<td>30</td>
<td>trained doctors available 24hrs not nurses. reduced waiting times</td>
<td>11/14/2017 2:13 PM</td>
</tr>
<tr>
<td>31</td>
<td>Make it easy service and faster</td>
<td>11/14/2017 2:06 PM</td>
</tr>
<tr>
<td>32</td>
<td>Updating the patient and family on a regular basis of the situation</td>
<td>11/14/2017 1:39 PM</td>
</tr>
<tr>
<td>33</td>
<td>more staff and quicker waiting times</td>
<td>11/14/2017 1:30 PM</td>
</tr>
<tr>
<td>34</td>
<td>Ensure that the services are available and easily accessible when needed</td>
<td>11/11/2017 11:09 AM</td>
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<td></td>
<td>Comment</td>
<td>Date/Time</td>
</tr>
<tr>
<td>---</td>
<td>--------------------------------------------------------------------------------------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>35</td>
<td>have more staff on board the team so patients are not waiting hours to be seen when it should be emergency car. revise the waiting area system to a more inclusive one so patients no what is happening when they are sitting down and don't feel left.</td>
<td>11/10/2017 5:10 PM</td>
</tr>
<tr>
<td>36</td>
<td>Bedside manner. At least give the impression of caring about a patient.</td>
<td>11/8/2017 10:54 AM</td>
</tr>
<tr>
<td>37</td>
<td>See above</td>
<td>11/8/2017 8:50 AM</td>
</tr>
<tr>
<td>38</td>
<td>Not sure - my experience was very good.</td>
<td>11/7/2017 11:11 AM</td>
</tr>
<tr>
<td>39</td>
<td>Treat you promptly</td>
<td>11/6/2017 7:53 AM</td>
</tr>
<tr>
<td>40</td>
<td>outsource the services to most western european countries where the services are of a much higher quality and not under resourced</td>
<td>11/3/2017 12:50 PM</td>
</tr>
<tr>
<td>41</td>
<td>Quick waiting times</td>
<td>11/1/2017 3:22 PM</td>
</tr>
<tr>
<td>42</td>
<td>Tell you over the phone what medication you need or if you haven’t got it go to hospital and get seen</td>
<td>11/1/2017 1:52 PM</td>
</tr>
<tr>
<td>43</td>
<td>My son's doctor was fantastic in the manner that he contacted my son. The consequences would have been serious had he not done so. I cannot ask for anything better and I'm full of praise for this doctor</td>
<td>10/31/2017 11:34 PM</td>
</tr>
</tbody>
</table>
Q8 In your opinion what would be the most important thing we could do to make care for poorly children who need a hospital service the best it could be?

Answered: 33  Skipped: 63

<table>
<thead>
<tr>
<th>#</th>
<th>RESPONSES</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>in general, involve relatives and friends in the care where possible</td>
<td>11/18/2017 10:44 PM</td>
</tr>
<tr>
<td>2</td>
<td>Appropriate support for parents and caregivers to ensure they can provide a sufficient system support to their children</td>
<td>11/17/2017 4:48 PM</td>
</tr>
<tr>
<td>3</td>
<td>it would be good if parents could stay with their poorly children; if children could stay with their poorly parents (ESOL class collective response)</td>
<td>11/16/2017 11:33 AM</td>
</tr>
<tr>
<td>4</td>
<td>Staffing and immediate availability.</td>
<td>11/16/2017 11:18 AM</td>
</tr>
<tr>
<td>5</td>
<td>they probably need passporting through</td>
<td>11/16/2017 10:59 AM</td>
</tr>
<tr>
<td>6</td>
<td>make them feel at home</td>
<td>11/15/2017 6:45 PM</td>
</tr>
<tr>
<td>7</td>
<td>ensuring family can stay with them</td>
<td>11/15/2017 6:41 PM</td>
</tr>
<tr>
<td>8</td>
<td>making them feel comfortable and safe and have lots of people taking care of them</td>
<td>11/15/2017 6:38 PM</td>
</tr>
<tr>
<td>9</td>
<td>friendly environment</td>
<td>11/15/2017 6:32 PM</td>
</tr>
<tr>
<td>10</td>
<td>as home like as possible. Things should still be fun</td>
<td>11/15/2017 6:29 PM</td>
</tr>
<tr>
<td>11</td>
<td>no discrimination, equality for all, no personal grudges</td>
<td>11/15/2017 6:25 PM</td>
</tr>
<tr>
<td>12</td>
<td>create a designated feeding area</td>
<td>11/15/2017 5:18 PM</td>
</tr>
<tr>
<td>13</td>
<td>toys, a place to lie down, soft comfortable seating</td>
<td>11/15/2017 4:32 PM</td>
</tr>
<tr>
<td>14</td>
<td>a bed, attend to them earlier, more doctors</td>
<td>11/15/2017 4:27 PM</td>
</tr>
<tr>
<td>15</td>
<td>good treatment, activities</td>
<td>11/15/2017 4:15 PM</td>
</tr>
<tr>
<td>16</td>
<td>the same as above and more toys for children to play with in play area</td>
<td>11/15/2017 4:03 PM</td>
</tr>
<tr>
<td>17</td>
<td>same again</td>
<td>11/15/2017 3:50 PM</td>
</tr>
<tr>
<td>18</td>
<td>more staff on duty and playing equipment for children to play</td>
<td>11/15/2017 3:46 PM</td>
</tr>
<tr>
<td>19</td>
<td>more staff on duty should have quick service</td>
<td>11/15/2017 3:38 PM</td>
</tr>
<tr>
<td>20</td>
<td>if children are ill and won’t be getting better make them comfortable in their surroundings and you could get a children’s entertainer or organiser to do activities with them to keep them busy.</td>
<td>11/14/2017 2:56 PM</td>
</tr>
<tr>
<td>21</td>
<td>good service</td>
<td>11/14/2017 2:50 PM</td>
</tr>
<tr>
<td>22</td>
<td>follow up offered every time</td>
<td>11/14/2017 2:13 PM</td>
</tr>
<tr>
<td>23</td>
<td>Don’t put them in queues or waiting for long</td>
<td>11/14/2017 2:06 PM</td>
</tr>
<tr>
<td>24</td>
<td>as above and creating a calming environment for children whilst they are at the hospital</td>
<td>11/14/2017 1:30 PM</td>
</tr>
<tr>
<td>25</td>
<td>Make sure all children and young people feel safe and secure with reassurance and care as well as ensuring that families are able to be with their children and understand what’s happening along the way</td>
<td>11/11/2017 11:09 AM</td>
</tr>
<tr>
<td>26</td>
<td>ensure the walls and environment are appropriately fitting for children, keep various fun toy in the area so they don’t get bored</td>
<td>11/10/2017 5:10 PM</td>
</tr>
<tr>
<td>27</td>
<td>Effective communication with parents about what is happening at each stage</td>
<td>11/8/2017 10:54 AM</td>
</tr>
<tr>
<td>28</td>
<td>As above</td>
<td>11/8/2017 8:50 AM</td>
</tr>
<tr>
<td>29</td>
<td>Enough hospital staff to be seen quickly</td>
<td>11/7/2017 11:11 AM</td>
</tr>
<tr>
<td>30</td>
<td>Have specialist staff</td>
<td>11/6/2017 7:53 AM</td>
</tr>
<tr>
<td>31</td>
<td>don’t know</td>
<td>11/3/2017 12:50 PM</td>
</tr>
<tr>
<td>32</td>
<td>Get more doctor and nurses</td>
<td>11/1/2017 1:52 PM</td>
</tr>
</tbody>
</table>
Q9 In your opinion what would be the most important thing we could do to make care for people who have a stroke the best it could be?

Answered: 33  Skipped: 63

<table>
<thead>
<tr>
<th>#</th>
<th>RESPONSES</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>perhaps advice the helpful information like what to expect</td>
<td>11/18/2017 10:44 PM</td>
</tr>
<tr>
<td>2</td>
<td>Communication and person centered approach</td>
<td>11/17/2017 4:48 PM</td>
</tr>
<tr>
<td>3</td>
<td>Give the public more information about the signs of stroke and what we should or shouldn't do if we see someone with these signs (ESOL class collective response)</td>
<td>11/16/2017 11:33 AM</td>
</tr>
<tr>
<td>4</td>
<td>Local Stroke specialist emergency and after care and therapies.</td>
<td>11/16/2017 11:18 AM</td>
</tr>
<tr>
<td>5</td>
<td>after care critical to ensure a fuller recovery, need attention immediately before any discharge</td>
<td>11/15/2017 10:59 AM</td>
</tr>
<tr>
<td>6</td>
<td>make them feel welcome and at home and listen to them</td>
<td>11/15/2017 6:45 PM</td>
</tr>
<tr>
<td>7</td>
<td>have comfortable beds and someone who is reassuring and have someone who keeps checking on them</td>
<td>11/15/2017 6:38 PM</td>
</tr>
<tr>
<td>8</td>
<td>personalised support</td>
<td>11/15/2017 6:32 PM</td>
</tr>
<tr>
<td>9</td>
<td>allow family to stay close</td>
<td>11/15/2017 6:29 PM</td>
</tr>
<tr>
<td>10</td>
<td>to understand the signs and know how to handle the situation</td>
<td>11/15/2017 6:25 PM</td>
</tr>
<tr>
<td>11</td>
<td>polite house visitors, more places in hospital so that people are not being sent home too soon</td>
<td>11/15/2017 5:18 PM</td>
</tr>
<tr>
<td>12</td>
<td>cut waiting times</td>
<td>11/15/2017 4:43 PM</td>
</tr>
<tr>
<td>13</td>
<td>a bed, xray sooner, tests sooner, treatment</td>
<td>11/15/2017 4:32 PM</td>
</tr>
<tr>
<td>14</td>
<td>a bed, more doctors</td>
<td>11/15/2017 4:27 PM</td>
</tr>
<tr>
<td>15</td>
<td>beds, warmth</td>
<td>11/15/2017 4:18 PM</td>
</tr>
<tr>
<td>16</td>
<td>more beds</td>
<td>11/15/2017 4:15 PM</td>
</tr>
<tr>
<td>17</td>
<td>cut waiting times</td>
<td>11/15/2017 4:12 PM</td>
</tr>
<tr>
<td>18</td>
<td>more doctors, more beds</td>
<td>11/15/2017 4:08 PM</td>
</tr>
<tr>
<td>19</td>
<td>better equipment and more staff on duty, more training required</td>
<td>11/15/2017 3:50 PM</td>
</tr>
<tr>
<td>20</td>
<td>better equipment and more staff needed on duty</td>
<td>11/15/2017 3:46 PM</td>
</tr>
<tr>
<td>21</td>
<td>if it’s impossible for them to speak you could have some paper and pen and that way or if not you could try and communicate with sign language</td>
<td>11/14/2017 2:56 PM</td>
</tr>
<tr>
<td>22</td>
<td>talk to family more and explain</td>
<td>11/14/2017 2:50 PM</td>
</tr>
<tr>
<td>23</td>
<td>trained doctors available at all times, signposting with regards to next steps, available to family members and patients.</td>
<td>11/14/2017 2:13 PM</td>
</tr>
<tr>
<td>24</td>
<td>I don't know</td>
<td>11/14/2017 2:06 PM</td>
</tr>
<tr>
<td>25</td>
<td>as above</td>
<td>11/14/2017 1:39 PM</td>
</tr>
<tr>
<td>26</td>
<td>Employ more staff and ensure wards have the correct equipment to help with patients who have lost mobility, speech or movement due to the stroke. Also ensuring that there are enough rehabilitation bed spaces</td>
<td>11/11/2017 11:09 AM</td>
</tr>
<tr>
<td>27</td>
<td>ensure they are treated with proper care not left or forgotten once medication has been given</td>
<td>11/10/2017 5:10 PM</td>
</tr>
<tr>
<td>28</td>
<td>Effective communication with patient about what is happening at each stage</td>
<td>11/8/2017 10:54 AM</td>
</tr>
<tr>
<td>29</td>
<td>As above</td>
<td>11/8/2017 8:50 AM</td>
</tr>
<tr>
<td>30</td>
<td>Enough hospital staff to be seen quickly</td>
<td>11/7/2017 11:11 AM</td>
</tr>
<tr>
<td>31</td>
<td>Have follow up care and not leave it to family</td>
<td>11/6/2017 7:53 AM</td>
</tr>
<tr>
<td>32</td>
<td>outsource to germany much better care and services</td>
<td>11/3/2017 12:50 PM</td>
</tr>
</tbody>
</table>
Q10 In your opinion what would be the most important thing we could do to make care for stomach and intestine conditions including investigations (Gastroenterology and endoscopy) the best it could be?

Answered: 26 Skipped: 70

<table>
<thead>
<tr>
<th>#</th>
<th>RESPONSES</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>in mine and my husbands experience of investigations and endoscopy were done with proper explanation before, during and after with great care and cancer detected</td>
<td>11/18/2017 11:05 PM</td>
</tr>
<tr>
<td>2</td>
<td>more customer feedback at point of service</td>
<td>11/18/2017 10:28 PM</td>
</tr>
<tr>
<td>3</td>
<td>n/a</td>
<td>11/17/2017 4:48 PM</td>
</tr>
<tr>
<td>4</td>
<td>No one had anything to say about this (ESOL class collective response)</td>
<td>11/16/2017 11:33 AM</td>
</tr>
<tr>
<td>5</td>
<td>Enough qualified staff and availability early detection.</td>
<td>11/16/2017 11:18 AM</td>
</tr>
<tr>
<td>6</td>
<td>not sure</td>
<td>11/16/2017 10:59 AM</td>
</tr>
<tr>
<td>7</td>
<td>by seeing/finding out what’s wrong and not leaving without knowing what’s wrong for months</td>
<td>11/15/2017 6:45 PM</td>
</tr>
<tr>
<td>8</td>
<td>don’t discharge them straight away if you don’t find the problem try and find alternatives and try and keep the patient calm and in less pain</td>
<td>11/15/2017 6:38 PM</td>
</tr>
<tr>
<td>9</td>
<td>support pre and post procedure</td>
<td>11/15/2017 6:32 PM</td>
</tr>
<tr>
<td>10</td>
<td>make hospital appointment as quick as possible</td>
<td>11/15/2017 6:29 PM</td>
</tr>
<tr>
<td>11</td>
<td>do it carefully and thoroughly and to the best of your ability</td>
<td>11/15/2017 6:25 PM</td>
</tr>
<tr>
<td>12</td>
<td>pain relief, we need more doctors</td>
<td>11/15/2017 4:27 PM</td>
</tr>
<tr>
<td>13</td>
<td>interpreters/translator</td>
<td>11/15/2017 4:12 PM</td>
</tr>
<tr>
<td>14</td>
<td>start treatment when requirement/ pain relief</td>
<td>11/15/2017 4:08 PM</td>
</tr>
<tr>
<td>15</td>
<td>better equipment to have a look at what’s going on inside the stomach</td>
<td>11/15/2017 3:50 PM</td>
</tr>
<tr>
<td>16</td>
<td>better equipment to have a look inside the stomach and staff need to care more and be gentle</td>
<td>11/15/2017 3:46 PM</td>
</tr>
<tr>
<td>17</td>
<td>good service</td>
<td>11/14/2017 2:50 PM</td>
</tr>
<tr>
<td>18</td>
<td>I don’t know</td>
<td>11/14/2017 2:06 PM</td>
</tr>
<tr>
<td>19</td>
<td>My experience was very good</td>
<td>11/14/2017 1:39 PM</td>
</tr>
<tr>
<td>20</td>
<td>Helping people retain their dignity as much as possible</td>
<td>11/14/2017 1:30 PM</td>
</tr>
<tr>
<td>21</td>
<td>Thorough investigation of patients with longstanding or complex complaints; before writing it off as ‘just IBS’.</td>
<td>11/8/2017 10:54 AM</td>
</tr>
<tr>
<td>22</td>
<td>See above</td>
<td>11/8/2017 8:50 AM</td>
</tr>
<tr>
<td>23</td>
<td>Enough hospital staff to be seen quickly, small waiting times for appointments.</td>
<td>11/7/2017 11:11 AM</td>
</tr>
<tr>
<td>24</td>
<td>Give information and advice and enable patients to feel supported</td>
<td>11/6/2017 7:53 AM</td>
</tr>
<tr>
<td>25</td>
<td>outsource to Sweden and Norway to provide services much better</td>
<td>11/3/2017 12:50 PM</td>
</tr>
<tr>
<td>26</td>
<td>My son, because he’s an adult discharged himself when he thought he felt better. This was against the family’s wishes and medical advice. I wish hospitals had the power to override a patient’s decision to discharge themselves if medical opinion is against self discharge.</td>
<td>10/31/2017 11:34 PM</td>
</tr>
</tbody>
</table>
Q11 Have you had or seen any examples of excellent care anywhere else? If so please tell us about it:

Answered: 23    Skipped: 73

<table>
<thead>
<tr>
<th>#</th>
<th>RESPONSES</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Liverpool Royal Hospital</td>
<td>11/18/2017 10:44 PM</td>
</tr>
<tr>
<td>2</td>
<td>No, but very probably exists</td>
<td>11/18/2017 10:28 PM</td>
</tr>
<tr>
<td>3</td>
<td>None</td>
<td>11/17/2017 4:48 PM</td>
</tr>
<tr>
<td>4</td>
<td>In most countries, private healthcare is far superior to public healthcare which suffers from lack of resources. Private care is costly, however. One learner said that in Hungary in a public hospital it took 5 days to see a GP, then just 5 days to see a specialist, then around 5 days to have his knee operation, which was done well and it was not private but free healthcare. (ESOL class collective response)</td>
<td>11/16/2017 11:33 AM</td>
</tr>
<tr>
<td>5</td>
<td>Sadly no.</td>
<td>11/16/2017 11:18 AM</td>
</tr>
<tr>
<td>6</td>
<td>Pool Hospital Stroke Services good; Poor though after discharge; no speech support after first few weeks of discharge</td>
<td>11/16/2017 10:59 AM</td>
</tr>
<tr>
<td>7</td>
<td>CF UNIT</td>
<td>11/15/2017 6:45 PM</td>
</tr>
<tr>
<td>8</td>
<td>no</td>
<td>11/15/2017 6:32 PM</td>
</tr>
<tr>
<td>9</td>
<td>Fitzwilliam Ward, Rotherham</td>
<td>11/15/2017 4:39 PM</td>
</tr>
<tr>
<td>10</td>
<td>Northern General Hospital</td>
<td>11/15/2017 4:32 PM</td>
</tr>
<tr>
<td>11</td>
<td>Chesterman Wing, Sheffield Northern General</td>
<td>11/15/2017 4:15 PM</td>
</tr>
<tr>
<td>12</td>
<td>Fitzwilliam Ward Rotherham General Hospital</td>
<td>11/15/2017 4:12 PM</td>
</tr>
<tr>
<td>13</td>
<td>surgeon was excellent</td>
<td>11/14/2017 2:46 PM</td>
</tr>
<tr>
<td>14</td>
<td>I visit Sheffield Hallam teaching hospital 4 weekly for Tysabri infusions for my Multiple Sclerosis. The staff there remember patients by name and have excellent customer relations. They answer questions where possible and signpost if they aren’t qualified to answer.</td>
<td>11/14/2017 2:13 PM</td>
</tr>
<tr>
<td>15</td>
<td>Barnsley</td>
<td>11/14/2017 1:56 PM</td>
</tr>
<tr>
<td>16</td>
<td>SUDAN</td>
<td>11/14/2017 1:54 PM</td>
</tr>
<tr>
<td>17</td>
<td>In Egypt, it was a private pregnancy service.</td>
<td>11/14/2017 1:49 PM</td>
</tr>
<tr>
<td>18</td>
<td>My family live near Adderbrookes Hospital in Cambridge, On the few occasions they needed emergency treatment they didn’t have to wait too long and the follow up treatment needed were done quickly and my family were kept informed and treated well.</td>
<td>11/14/2017 1:30 PM</td>
</tr>
<tr>
<td>19</td>
<td>CFS/ME clinic in Nether Edge. They make every effort to be as accommodating and accessible as possible to their patients, taking into account the difficulties they face. They are proactively helpful, offering help and support. They are validating and empathetic to a patient community that often faces skepticism in the medical community.</td>
<td>11/8/2017 10:54 AM</td>
</tr>
<tr>
<td>20</td>
<td>n/a</td>
<td>11/7/2017 11:11 AM</td>
</tr>
<tr>
<td>21</td>
<td>No</td>
<td>11/6/2017 7:53 AM</td>
</tr>
<tr>
<td>22</td>
<td>no I have not and that is the problem with health services</td>
<td>11/3/2017 12:50 PM</td>
</tr>
<tr>
<td>23</td>
<td>I had very good surgery at The Royal Hallamshire Hospital last year in November on my hydrocell. The only downside to the successful surgery was that I was discharged on the same day because of lack of bed space when I was in excruciating pain.</td>
<td>10/31/2017 11:34 PM</td>
</tr>
</tbody>
</table>
Q12 When all the options are put forward we will need to rate them. We will look all the options and consider which aspects people feel are important (these are listed below). Please could you tell us how important the following are to you:

Answered: 79  Skipped: 17

- That the care is as good as...
- That there are enough...
- That the doctors see...
- That ALL people in So...
- That a service can run safe...
- That all patients can...
- That the service can...
- That the service does...
- That staff, venues and...
<table>
<thead>
<tr>
<th></th>
<th>NOT AT ALL IMPORTANT TO ME</th>
<th>NOT THAT IMPORTANT TO ME</th>
<th>NOT THE MOST OR LEAST IMPORTANT TO ME</th>
<th>QUITE IMPORTANT TO ME</th>
<th>VERY IMPORTANT TO ME</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>That the care is as good as national guidance says it should be and how we deliver the care is as good as other areas in the country</td>
<td>2.63%</td>
<td>2.63%</td>
<td>5.26%</td>
<td>7.89%</td>
<td>81.58%</td>
<td>62</td>
<td>4.63</td>
</tr>
<tr>
<td>That there are enough qualified, permanent staff to run the service safely for patients</td>
<td>1.32%</td>
<td>2.63%</td>
<td>5.26%</td>
<td>10.53%</td>
<td>80.26%</td>
<td>61</td>
<td>4.66</td>
</tr>
<tr>
<td>That the doctors see enough patients to practice their skills regularly</td>
<td>5.26%</td>
<td>2.63%</td>
<td>7.89%</td>
<td>9.21%</td>
<td>75.00%</td>
<td>57</td>
<td>4.46</td>
</tr>
<tr>
<td>That ALL people in South Yorkshire and Chesterfield, not just people who live in one part of the area, can see the same level of highly specialised doctors and nurses and have access to the best technology for their care</td>
<td>2.67%</td>
<td>1.33%</td>
<td>2.67%</td>
<td>9.33%</td>
<td>84.00%</td>
<td>63</td>
<td>4.71</td>
</tr>
<tr>
<td>That a service can run safely because the other services that regularly provide additional care around maternity, A&amp;E, stroke, children’s or gastroenterology are also provided</td>
<td>0.00%</td>
<td>1.33%</td>
<td>5.33%</td>
<td>20.00%</td>
<td>73.33%</td>
<td>55</td>
<td>4.65</td>
</tr>
<tr>
<td>That all patients can get to emergency services within 40 minutes by ambulance</td>
<td>3.90%</td>
<td>1.30%</td>
<td>7.79%</td>
<td>11.69%</td>
<td>75.32%</td>
<td>58</td>
<td>4.53</td>
</tr>
<tr>
<td>That the service can meet required standards on waiting times</td>
<td>0.00%</td>
<td>2.60%</td>
<td>9.09%</td>
<td>18.18%</td>
<td>70.13%</td>
<td>54</td>
<td>4.56</td>
</tr>
<tr>
<td>That the service can offer care that’s not just 9am-5pm Monday to Friday</td>
<td>3.95%</td>
<td>2.63%</td>
<td>2.63%</td>
<td>11.84%</td>
<td>78.95%</td>
<td>60</td>
<td>4.59</td>
</tr>
<tr>
<td>That the service provides a wide range of training opportunities for trainees and supports all staff to develop their skills</td>
<td>1.37%</td>
<td>2.74%</td>
<td>1.37%</td>
<td>16.44%</td>
<td>78.08%</td>
<td>57</td>
<td>4.67</td>
</tr>
<tr>
<td>That the service does not cost more to run that it currently does</td>
<td>9.33%</td>
<td>9.33%</td>
<td>18.67%</td>
<td>21.33%</td>
<td>41.33%</td>
<td>31</td>
<td>3.76</td>
</tr>
<tr>
<td>That staff, venues and equipment are used in the best possible way so that we aren’t wasting valuable staff skills and resources</td>
<td>0.00%</td>
<td>2.70%</td>
<td>9.46%</td>
<td>16.22%</td>
<td>71.62%</td>
<td>53</td>
<td>4.57</td>
</tr>
</tbody>
</table>
Q13 What age are you?

Answered: 93   Skipped: 3

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-15</td>
<td>2.15%</td>
</tr>
<tr>
<td>16-24</td>
<td>26.88%</td>
</tr>
<tr>
<td>25-34</td>
<td>26.88%</td>
</tr>
<tr>
<td>35-44</td>
<td>16.13%</td>
</tr>
<tr>
<td>45-54</td>
<td>8.60%</td>
</tr>
<tr>
<td>55-64</td>
<td>10.75%</td>
</tr>
<tr>
<td>65-74</td>
<td>7.53%</td>
</tr>
<tr>
<td>75-84</td>
<td>1.08%</td>
</tr>
<tr>
<td>85+</td>
<td>0.00%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q14 What is your sex?

Answered: 92  Skipped: 4

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>38.04%</td>
</tr>
<tr>
<td>Female</td>
<td>61.96%</td>
</tr>
<tr>
<td>Transgender</td>
<td>0.00%</td>
</tr>
<tr>
<td>Other</td>
<td>0.00%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q15 What is your ethnic group?

Answered: 96  Skipped: 0

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian/ Asian British</td>
<td>17.71%</td>
</tr>
<tr>
<td>Black/ African/ Caribbean / Black British</td>
<td>17.71%</td>
</tr>
<tr>
<td>Mixed/ Multiple ethnic groups</td>
<td>18.75%</td>
</tr>
<tr>
<td>White</td>
<td>42.71%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>3.13%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>96</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>OTHER (PLEASE SPECIFY)</th>
<th>DATE</th>
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<tbody>
<tr>
<td>1</td>
<td>eritrena</td>
<td>11/14/2017 1:56 PM</td>
</tr>
<tr>
<td>2</td>
<td>Sudan</td>
<td>11/14/2017 1:54 PM</td>
</tr>
<tr>
<td>3</td>
<td>Russian</td>
<td>11/14/2017 1:49 PM</td>
</tr>
</tbody>
</table>
Q16 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (please include any issues or problems related to old age)

Answered: 93    Skipped: 3

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, limited a lot</td>
<td>17.20%</td>
</tr>
<tr>
<td>Yes, limited a little</td>
<td>11.83%</td>
</tr>
<tr>
<td>No</td>
<td>66.67%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>4.30%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>93</td>
</tr>
</tbody>
</table>

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Appendix II – direct quotes

RotherFed, Deaf Community

“They know I’m deaf yet when I go back for follow ups etc. there’s never an interpreter available. I shouldn’t have to ask every time”

It feels like our deafness is often used as an excuse to not offer us urgent appointments

“Sometimes told that it’s only a short 5 minute appointment, so I won’t need an interpreter, but I’m left not understanding my test results”

VAB, non-English speakers

“Language interpreters would be helpful, either by volunteer interpreters in the hospital or via the telephone, as many people don’t understand English well enough”

“More signage (e.g. drawings rather than words for non-English speakers) around the hospital so people can find their way more easily”

United Multicultural Centre, Somali and Pakistani women

“When I went to A&E the wait for so long I nearly lost my life as I couldn’t properly explain what was wrong, there was no interpreters on hand and no available doctors to be seen quickly”